

Coronavirus (COVID-19) Update from the President/CEO of Bayou Federal Credit Union

At Bayou Federal Credit Union, we are well aware of the potential impacts of the coronavirus (COVID-19) and are taking steps to ensure the availability of our services to our members. As part of our business continuity program, we have a formal pandemic plan to help ensure we can provide ongoing critical service levels to our members. This includes the ability of staff to work from home and cross-training to ensure backup for critical roles. We are closely monitoring our risk and preparedness for this changing situation.

As called for by our pandemic plan, actions we are taking at this time include:

- Monitoring Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) updates and outbreaks, educating employees, and increasing hygiene efforts.
- Actively working with our critical vendors to confirm their preparedness.

As conditions warrant, our strategy calls for social distancing, telecommuting for certain staff, restricting workplace access, limiting outside visitors' access to staff and limiting non-essential travel by staff.

Members are encouraged to use our online banking platform or telephone banking service (Personal Teller) and use direct deposit/payroll deduction for deposits; also consider using our drive-thru lanes and ATMS for cash withdrawals. ATM locations are listed on our website. Loan applications can be submitted electronically via our website and loan documents can be signed electronically, without having to come into one of our branches, with the exception of mortgage loans.

We have provided hand sanitizers for our staff and members who visit our branches. Our employees have also been provided additional personal protective items, and we are using disinfectants in our branches. We do ask that if you are ill, please refrain from visiting one of our branches.

The outbreak of COVID-19 and the threats are changing rapidly. We will continue to communicate with you by publishing information prominently on our website's home page, as needed.

While we understand the situation remains fluid, we believe we are well positioned to respond to possible impact with operational redundancies, a member-focused staff, and proven business continuity plans and resources. If you have questions, please contact us at 225-925-8800.

Regards,

Rhonda Linzy (Mrs.)
President/CEO
Bayou Federal Credit Union